



XXXX – Via email



Police Headquarters

London Road

DEVIZES

Wiltshire

SN10 2DN

disclosure@wiltshire.police.uk

Date: 30th December 2025

Our ref: FOI 2025-1194

Dear XXXX,

I write in connection with your request for information dated 22nd December regarding parcel thefts.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Following receipt of your request, research was conducted by the Business Intelligence Unit at Wiltshire Police.

Your request for information has now been considered, and I am not obliged to supply the information you have requested.

You wrote:

Under the Freedom of Information Act 2000, please provide the following information held by your police force.

1. Theft of parcels

For the most recent 24-month period for which data is available, please provide the total number of recorded crimes involving the theft of delivered parcels from:

- Residential doorsteps
- Designated "safe places" (e.g. porches, sheds, bins, garages).

Please include:

- A monthly breakdown (month and year)
- The crime classification or offence code used to record these incidents.

2. Criminal Damage Associated With Deliveries

For the same 24-month period, please provide the total number of recorded incidents of criminal damage to residential property where:

- The damage was recorded as being caused by delivery personnel
- The damage occurred during or immediately following a delivery.

Please include:

- A monthly breakdown (month and year)
- The crime classification or offence code used.

Additional Information
Keeping Wiltshire Safe

If the term "porch piracy" is not used by your force, please interpret this request using the closest equivalent offence categories (for example, theft from outside a dwelling).

Our response:

Section 1 of the Freedom of Information Act 2000 (FOIA) places two duties on public authorities. Unless exemptions apply, the first duty at s1(1)(a) is to confirm or deny whether the information specified in a request is held. The second duty at s1(1)(b) is to disclose information that has been confirmed as being held.

Whilst I can confirm Wiltshire Police do hold the requested information, section 12(1) of the FOIA states:-

Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

The information you are requesting, specifically question 2, is not stored in a way which permits for easy retrieval. Unfortunately, there is no way to filter whether criminal damage was related to a delivery without manually interrogating each individual occurrence of criminal damage to a residence within the specified time frame. Within the last 24 months, there have been 1,829 occurrences that would need to be reviewed. If each review only took 1 minute to complete, this request would take more than 30 hours to complete.

Under the circumstances I am absolutely confident that to locate, retrieve and extract the information you seek would by far exceed the time obligations upon this authority to comply, and in so doing would exceed the fees limits. This is set at £450 calculated at a flat rate of £25 per hour for those work activities comprising of confirming the information is held, locating it, retrieving it and extracting it. Therefore the whole of the request should fall under the exemption of section 12 of the Freedom of Information Act 2000.

Please note:

If one part of the request engages a Section 12 response, the whole request will engage a Section 12 response. The reason being is due to the fact that locating, retrieving and extracting any further information would only add to the already exceeded time obligations.

Forces may use different recording systems, therefore it may be possible some Forces can provide this information where others cannot.

Ordinarily under our Section 16 obligation to provide advice and assistance we would advise you of a way to refine your request to a more manageable level. Due to the difficulties in obtaining the requested information, as outlined above, I cannot think of a way in which this could be achieved.

Although excess cost removes the Forces' obligations under the Freedom of Information Act, as a gesture of goodwill I have supplied information, relative to your request, retrieved or available before it was realised that the fees limit would be exceeded. I trust this is helpful, but it does not affect our legal right to rely on the fees regulations for the remainder of your request. What I can provide you with is documented below:

Question 1:

	Distinct Count of OccNo
Nov-23	4
Dec-23	0
Jan-24	2
Feb-24	2
Mar-24	2
Apr-24	3
May-24	2
Jun-24	3
Jul-24	3
Aug-24	3
Sep-24	1
Oct-24	4
Nov-24	5
Dec-24	7
Jan-25	8
Feb-25	2
Mar-25	0
Apr-25	1
May-25	1
Jun-25	4
Jul-25	8
Aug-25	7
Sep-25	2
Oct-25	6
Nov-25	3
Grand Total	83

Keeping Wiltshire Safe

Please note, the data is for the Offence Description: Theft of mailbag or postal packet (HO Code 42) All occurrences have been checked to see if the theft was from a doorstep or safe place, any occurrences where the theft was from a different location (such as courier vehicle or parcel locker) have been excluded. This offence does include theft of letters / passports etc as well as parcels.

Section 17 of the Freedom of Information Act 2000 requires Wiltshire Police, when refusing to provide such information (because the information is exempt) to provide you the applicant with a notice which: (a) states that fact, (b) specifies the exemption in question and (c) states (if that would not otherwise be apparent) why the exemption applies.

The exemption applicable to the information requested is:

Section 12 - Exemption where cost of compliance exceeds appropriate limit

(1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

In accordance with section 17 of the Act, this letter represents a Refusal Notice for this particular request.

Please contact me if you would like to discuss the withheld information.

Yours sincerely,

Force Disclosure Decision Maker